

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Interim Guidelines February 2000**  
**Bell Atlantic - Massachusetts**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING**

PRE-ORDERING		Actual Performance				
Metric #		Standard	BA	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface						
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.11	4.01	3.89	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.24	2.74	2.51	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	4.17	3.72	-0.45	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.32	2.88	2.56	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	5.04	4.61	-0.43	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.06	1.93	1.87	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08	% Timeouts - EDI	not > .33%		0.11		
PO-1-08	% Timeouts - CORBA	not > .33%		UD		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.11	5.99	5.88	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
PO-2 - OSS Interface Availability*						
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days	99.10			167040
PO-2-01	OSS Interf. Avail. – Total - CORBA	24 hours x 7 days	99.44			126360
PO-2-01	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days	99.65			167040
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days	99.65			167040
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%	99.43			103680
PO-2-02	OSS Interf. Avail. – Prime Time - CORBA	>=99.5%	99.63			77760
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%	99.54			103680
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%	99.54			103680
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI		98.57			63360
PO-2-03	OSS Interf. Avail. – Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All	99.13			48600
PO-2-03	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)	Day Sunday & Holidays	99.84			63360
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI		99.84			63360
PO-5 - Average Notification of Interface Outage						
PO-5-01	Average Notice of Interface Outage	<20 minutes	14.18			11
PO-6 - Software Validation						
PO-6-01	Software Validation	<= 5%	UD			
PO-7 - Software Problem Resolution Timeliness						
PO-7-01	% Software Problem Res. Timeliness	>=95%	UD			
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours	UD			
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days	UD			
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours	UD			
Change Notification*						
PO-4 - Timeliness of Change Management Notice						
PO-4-01	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed notices and documentation over 8 days	100.00			5
PO-4-01	% Notices Sent on Time - Regulatory		100.00			1
PO-4-01	% Notices Sent on Time - Industry Standard		NA			
PO-4-01	% Notices Sent on Time - BA Orig.		100.00			3
PO-4-01	% Notices Sent on Time - TC Orig.		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days	NA			

continued

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**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING continued**

Change Confirmation*		Standard	CLEC Perf	CLEC Obs
Metric #	PO-4 - Timeliness of Change Management Notice			
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed notices and documentation over 8 days	NA	
PO-4-01	% Notices Sent on Time - Ind. Std.		0.00	1
PO-4-01	% Notices Sent on Time - BA Orig.		NA	
PO-4-01	% Notices Sent on Time - TC Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		64.00	1
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA	

TROUBLE REPORTING (OSS)		Actual Performance			
MR-1 - Response Time OSS Maintenance Interface		BA	CLEC	Difference	
MR-1-01	Create Trouble	7.68	5.30	-2.38	1292
MR-1-02	Status Trouble	3.62	2.30	-1.32	54
MR-1-03	Modify Trouble	7.68	6.00	-1.68	1
MR-1-04	Request Cancellation of Trouble	8.56	6.78	-1.78	109
MR-1-05	Trouble Report History (by TN/Circuit)	0.56	5.78	5.22	449
MR-1-06	Test Trouble (POTS Only)	66.82	46.39	-20.43	2615

BILLING				
BI-1 - Timeliness of Daily Usage Feed				
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	95.39	30327483
BI-1-02	% DUF in 4 Business Days		98.50	
BI-1-03	% DUF in 5 Business Days		98.61	
BI-1-04	% DUF in 8 Business Days		98.78	
BI-2 - Timeliness of Carrier Bill				
BI-2-01	Timeliness of Carrier Bill **	98% in 10 Business Days	30.65	186
BI-3 - Billing Accuracy				
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	1.82	17,043,701
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD	

OPERATOR SERVICES & DATABASES				
OD-1 - Operator Services - Speed of Answer				
OD-1-01	Average Speed of Answer - Operator Services - NE OSC	Parity with BA Retail	2.5	26570
OD-1-02	Average Speed of Answer - Directory Assistance - NE OSC	Parity with BA Retail	2.6	347655

Legend Notations defined on Legend sheet - last page

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**CLEC Aggregate Performance**  
**ORDERING - RESALE POTS / SPECIAL SERVICES**

RESALE Pre-Ordering		
Metric #		
<b>PO-3 - Contact Center Availability</b>		
PO-3-01	Average Speed of Answering – Ordering (secs)	28.43
PO-3-02	% Answered within 30 Seconds – Ordering	82.23
PO-3-03	Average Speed of Answering – Repair *& (secs)	43.07
PO-3-04	% Answered within 30 Seconds – Repair *&	63.68
	80% within 30 Seconds	79551
<b>POTS &amp; Pre-qualified Complex - Electronically Submitted</b>		
<b>OR-1 - Order Confirmation Timeliness</b>		
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)	0.04
OR-1-02	% On Time LSRC – Flow Through	99.78
OR-1-03	Average LSRC Time < 10 Lines	10.14
OR-1-04	% On Time LSRC < 10 Lines	96.15
OR-1-05	Average LSRC Time >= 10 Lines	0.58
OR-1-06	% On Time LSRC >= 10 Lines	100.00
	95% within 2 Hours	4700
	95% within 24 Hours	4606
	95% within 72 Hours	2
<b>OR-2 - Reject Timeliness</b>		
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)	0.00
OR-2-02	% On Time LSR Reject – Flow Through	99.97
OR-2-03	Average LSR Reject Time < 10 Lines	12.15
OR-2-04	% On Time LSR Reject < 10 Lines	94.96
OR-2-05	Average LSR Reject Time >= 10 Lines	16.90
OR-2-06	% On Time LSR Reject >= 10 Lines	100.00
	95% within 2 Hours	3346
	95% within 24 Hours	2623
	95% within 72 Hours	21
<b>Complex Services - Electronically Submitted</b>		
<b>OR-1 - Order Confirmation Timeliness</b>		
OR-1-03	Average LSRC Time < 10 Lines	NA
OR-1-04	% On Time LSRC < 10 Lines	NA
OR-1-05	Average LSRC Time >= 10 Lines	NA
OR-1-06	% On Time LSRC >= 10 Lines	NA
	95% within 72 Hours	
	95% within 72 Hours	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>		
OR-2-03	Average LSR Reject Time < 10 Lines	NA
OR-2-04	% On Time LSR Reject < 10 Lines	NA
OR-2-05	Average LSR Reject Time >= 10 Lines	NA
OR-2-06	% On Time LSR Reject >= 10 Lines	NA
	95% within 72 Hours	
	95% within 72 Hours	
<b>POTS / Special Services - Aggregate</b>		
<b>OR-3 - Percent Rejects</b>		
OR-3-01	% Rejects	54.04
	No Standard	11109
<b>OR-4 - Timeliness of Completion Notification</b>		
OR-4-01	Completion Notice – Average Response Time	0.18
OR-4-02	Completion Notice – % On Time	99.65
OR-4-03	% Orders Excluded from % On Time Measurement	UD
OR-4-04	Work Completion Notice – Average Response Time	0.00
OR-4-05	Work Completion Notice – % On Time	100.00
	95% by next bus. day at noon	7635
	95% by next bus. day at noon	7888
<b>OR-5 - Percent Flow-Through</b>		
OR-5-01	% Flow Through - Total	49.25
OR-5-02	% Flow Through - Simple	50.51
OR-5-03	% Flow Through Achieved	UD
	No Standard Developed	9542
	No Standard Developed	9305
	95%	
<b>OR-6 - Order Accuracy</b>		
OR-6-01	% Accuracy - Orders *	58.44
OR-6-02	% Accuracy – Opportunities*	86.88
OR-6-03	% Accuracy – LSRC**	94.40
	95% Orders without Errors	397
	95% Orders without Errors	8981
	95% Orders without Errors	268
<b>Special Services - Electronically Submitted</b>		
<b>OR-1 - Order Confirmation Timeliness</b>		
OR-1-03	Average LSRC Time < 10 Lines	10.92
OR-1-03	Average ASRC Time < 10 Lines DS0	UD
OR-1-03	Average ASRC Time < 10 Lines DS1	UD
OR-1-03	Average ASRC Time < 10 Lines DS3	UD
OR-1-04	% On Time LSRC < 10 Lines	99.14
OR-1-04	% On Time ASRC < 10 Lines DS0	UD
OR-1-04	% On Time ASRC < 10 Lines DS1	UD
OR-1-04	% On Time ASRC < 10 Lines DS3	UD
OR-1-05	Average LSRC Time >= 10 Lines	20.98
OR-1-05	Average ASRC Time >= 10 Lines DS0	UD
OR-1-05	Average ASRC Time >= 10 Lines DS1	UD
OR-1-05	Average ASRC Time >= 10 Lines DS3	UD
OR-1-06	% On Time LSRC >= 10 Lines	100.00
OR-1-06	% On Time ASRC >= 10 Lines DS0	UD
OR-1-06	% On Time ASRC >= 10 Lines DS1	UD
OR-1-06	% On Time ASRC >= 10 Lines DS3	UD
	95% within 48 Hours	233
	95% within 48 Hours	
	95% within 48 Hours	
	95% within 48 Hours	
	95% within 48 Hours	
	95% within 72 Hours	1
	95% within 72 Hours	
	95% within 72 Hours	
	95% within 72 Hours	
<b>OR-2 - Reject Timeliness</b>		
OR-2-03	Average LSR Reject Time < 10 Lines	13.46
OR-2-04	% On Time LSR Reject < 10 Lines	100.00
OR-2-05	Average LSR Reject Time >= 10 Lines	0.00
OR-2-06	% On Time LSR Reject >= 10 Lines	NA
	95% within 48 Hours	13
	95% within 72 Hours	

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**CLEC Aggregate Performance**  
**PROVISIONING - RESALE POTS / SPECIAL SERVICES**

POTS - Provisioning - Total		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04 PR-1-05	PR-1 - Average Interval Offered								
	Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail	7.44	8.15	216	26	6.64	1.38	-0.52
	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail	7.78	8.37	174	38	5.87	1.05	-0.56
PR-2-04 PR-2-05	PR-2 - Average Completed Interval								
	Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail	6.77	7.95	181	19	5.51	1.33	-0.89
	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail	7.38	7.68	137	31	6.05	1.20	-0.25
PR-3-01 PR-3-02 PR-3-03 PR-3-04 PR-3-05 PR-3-06 PR-3-07 PR-3-08 PR-3-09 PR-3-10	PR-3 - Completed within Specified Days								
	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	75.11	55.83	125639	1834		1.02	-18.96
	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	84.06	67.83	125639	1834		0.86	-18.85
	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.29	78.41	125639	1834		0.73	-14.96
	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	26.78	8.13	12369	504		2.01	-9.27
	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	37.12	20.24	12369	504		2.20	-7.69
	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	55.31	48.21	12369	504		2.26	-3.14
	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	94.03	88.79	138008	2338		0.49	-10.60
	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with BA Retail	98.00	95.37	125639	1834		0.33	-7.99
	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail	92.22	91.27	12369	504		1.22	-0.78
	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	98.18	96.19	138008	2338		0.28	-7.14
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments								
	Average Delay Days – Total	Parity with BA Retail	2.65	2.89	2527	47	3.75	0.55	-0.43
	% Missed Appointment – Customer	None: Analysis Only	1.50	1.67					
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	7.02	4.57	34742	919		0.85	2.87
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.04	0.09	199519	5860		0.03	-1.89
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.04		6779			
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders								
	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.52	0.32	234261	6779		0.09	2.26
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.00	234261	6779		0.01	0.81
	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	234261	6779			
PR-6-01 PR-6-02 PR-6-03	PR-6 - Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with BA Retail	3.29	2.14	212481	14955		0.15	7.62
	% Installation Troubles reported within 7 Days	Parity with BA Retail	1.88	1.11	212481	14955		0.11	6.68
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.71	1.20	212481	14955		0.14	11.00
POTS - Business									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.48	2.23	19122	1636	2.67	0.07	-10.90
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	3.33	3.71	2965	412	2.41	0.13	-3.00
PR-2-01 PR-2-03	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.38	2.20	18704	1591	2.60	0.07	-12.08
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	3.61	3.93	2671	361	3.25	0.18	-1.76
POTS - Residence									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	0.76	1.65	163377	1278	2.10	0.06	-15.09
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	2.86	3.54	10679	164	2.60	0.20	-3.32
PR-2-01 PR-2-03	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.73	1.58	162407	1263	1.81	0.05	-16.62
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	3.07	3.58	9698	143	3.05	0.26	-1.98
POTS & Complex Aggregate									
PR-1-10 PR-1-11	PR-1 - Average Interval Offered								
	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	3.72	2.53	43196	1187	8.25	0.24	4.90
	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	1.36	NA	28		2.44		
PR-2-10 PR-2-11	PR-2 - Average Completed Interval								
	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	3.62	2.57	43096	1183	7.78	0.23	4.58
	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	1.36	NA	28		2.44		
Complex Services									
PR-1-01 PR-1-02	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.04	3.63	1191	104	3.20	0.33	4.31
	Average Interval Offered – Total Dispatch	Parity with BA Retail	7.53	13.93	584	30	4.24	0.79	-8.06
PR-2-01 PR-2-02	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	5.05	3.58	1122	104	3.22	0.33	4.45
	Average Interval Completed – Total Dispatch	Parity with BA Retail	7.58	11.57	512	28	4.88	0.95	-4.21
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments								
	Average Delay Days – Total	Parity with BA Retail	5.63	1.00	76	1	8.22	8.27	0.56
	% Missed Appointment – Customer	None: Analysis Only	7.74	0.69					
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	5.59	2.86	1144	35		3.94	0.69
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.83	0.00	1441	109		0.90	0.92
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		144			
PR-6-01	PR-6 - Installation Quality								
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					
	continued								

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**CLEC Aggregate Performance**  
**PROVISIONING - RESALE POTS / SPECIAL SERVICES continued**

Special Services - Provisioning		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.72	4.52	2723	284	4.58	0.29	0.70
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	8.38	8.48	1250	75	4.42	0.53	-0.19
PR-1-06	Average Interval Offered – DS0	Parity with BA Retail	10.14	7.21	329	14	5.85	1.60	1.84
PR-1-07	Average Interval Offered – DS1	Parity with BA Retail	6.99	10.02	1686	66	4.29	0.54	-5.63
PR-1-08	Average Interval Offered – DS3	Parity with BA Retail	9.00	NA	2				
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.47	5.26	739	43	3.53	0.55	-1.43
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	6.00	NA	10		2.16		
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.57	4.27	2522	266	3.99	0.26	1.17
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	8.65	8.53	829	57	5.37	0.74	0.16
PR-2-06	Average Interval Completed – DS0	Parity with BA Retail	10.51	7.21	276	14	12.02	3.29	1.00
PR-2-07	Average Interval Completed – DS1	Parity with BA Retail	6.90	9.77	1487	56	6.59	0.90	-3.20
PR-2-08	Average Interval Completed – DS3	Parity with BA Retail	9.00	NA	2				
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.43	5.26	730	42	3.43	0.54	-1.52
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.90	NA	10		2.23		
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	1.33	0.25	4286	396		0.60	1.79
PR-4-02	Average Delay Days – Total	Parity with BA Retail	8.54	11.00	57	1	16.67	16.82	-0.15
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	6.91	6.31					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		396			
PR-5- Facility Missed Orders									
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.09	0.00	4286	396		0.16	0.57
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	4286	396			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4286	396			
PR-6- Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.71	0.61	13287	2443		0.18	0.51
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.01	0.00	13287	2443		0.02	0.39
Legend Notations defined on Legend sheet - last page									

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**CLEC Aggregate Performance**  
**MAINTENANCE - RESALE / SPECIAL SERVICES**

POTS / Complex - Maintenance			Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score	
MR-2 - Trouble Report Rate										
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	0.99	0.49	4276804	244986		0.02	24.52	
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.10	0.10	4276804	244986		0.01	-0.76	
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	21.70	6.54						
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.84	0.39	4276804	244986		0.02	23.66	
MR-3 - Missed Repair Appointments										
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	12.00	13.55	42491	1196		0.95	-1.63	
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	8.36	7.66	4117	248		1.81	0.39	
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.82	8.16	35856	956		0.77	-3.05	
MR-4 - Trouble Duration Intervals										
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	19.52	16.42	46608	1444	18.30	0.49	6.34	
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	20.28	17.97	42491	1196	18.30	0.54	4.32	
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	11.52	9.02	4117	248	16.32	1.07	2.34	
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	71.39	81.30	46608	1444		1.21	8.21	
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	83.58	76.99	36508	1078		1.14	5.76	
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	62.08	51.30	36508	1078		1.50	7.19	
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	28.70	19.11	36508	1078		1.40	6.86	
MR-5 - Repeat Trouble Reports										
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.88	17.66	46608	1444		1.05	1.17	
Special Services - Maintenance										
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.27	0.56	449749	17074		0.04	-7.07	
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.14	0.18	449749	17074		0.03	-1.28	
MR-4 - Trouble Duration Intervals										
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.87	5.63	1215	95	7.33	0.78	1.58	
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.30	96.84	1215	95		2.01	0.27	
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	57.49	46.24	1181	93		5.32	2.11	
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.81	3.23	1181	93		2.06	0.28	
MR-5 - Repeat Trouble Reports										
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	17.61	11.58	1215	95		4.06	1.49	
Legend Notations defined on Legend sheet - last page										

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**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

**UNE Pre-ordering**

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	<b>PO-3 - Contact Center Availability</b>			
PO-3-01	Average Speed of Answering – Ordering * (secs)		21.65	
PO-3-02	% Answered within 30 Seconds – Ordering*	80% within 30 Seconds	83.68	19007
PO-3-03	Average Speed of Answering – Repair *& (secs)		43.07	
PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	63.68	79551

**Platform**

	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.02	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	100.00	198
OR-1-03	Average LSRC Time < 10 Lines		15.18	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	96.34	82
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	<b>OR-2 - Reject Timeliness</b>			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.75	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	94.33	53
OR-2-03	Average LSR Reject Time < 10 Lines		13.08	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	90.14	71
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	<b>OR-6 - Order Accuracy*</b>			
OR-6-01	% Accuracy - Orders	95% orders without errors	70.90	402
OR-6-02	% Accuracy – Opportunities	95% orders without errors	96.34	5840
OR-6-03	% Accuracy – LSRC	95% orders without errors	95.58	339

**Loop/Pre-qualified Complex/LNP**

	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.05	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.43	4220
OR-1-03	Average LSRC Time < 10 Lines		9.13	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	94.40	4865
OR-1-05	Average LSRC Time >= 10 Lines		15.94	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.54	206
	<b>OR-2 - Reject Timeliness</b>			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.04	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.39	832
OR-2-03	Average LSR Reject Time < 10 Lines		13.28	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	86.92	964
OR-2-05	Average LSR Reject Time >= 10 Lines		20.77	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	97.00	100
	<b>OR-6 - Order Accuracy*</b>			
OR-6-01	% Accuracy - Orders	95% orders without errors	68.60	328
OR-6-02	% Accuracy – Opportunities	95% orders without errors	95.63	3316
OR-6-03	% Accuracy – LSRC	95% orders without errors	98.32	417

**Complex Services - Electronically Submitted**

	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-03	Average LSRC Time < 10 Lines		20.08	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	97.94	2527
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	<b>OR-2 - Reject Timeliness</b>			
OR-2-03	Average LSR Reject Time < 10 Lines		17.26	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	97.94	1511
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

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**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

**POTS / Special Services - Aggregate**

**OR-3 - Percent Rejects**

OR-3-01	% Rejects	No Standard	28.71	12311
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**OR-4 - Timeliness of Completion Notification**

OR-4-01	Completion Notice - Average Response Time		0.00	
OR-4-02	Completion Notice - % On Time	95% by next bus. day at noon	100.00	6961
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
OR-4-04	Work Completion Notice - Average Response Time		0.00	
OR-4-05	Work Completion Notice - % On Time	95% by next bus. day at noon	100.00	5587

**OR-5 - Percent Flow-Through**

OR-5-01	% Flow Through - Total	No Standard Developed	36.51	12098
OR-5-02	% Flow Through - Simple	No Standard Developed	46.16	9571
OR-5-03	% Flow Through Achieved	95%	UD	

**Special Services - Electronically Submitted**

Metric #

**OR-1 - Order Confirmation Timeliness**

OR-1-03	Average LSRC Time < 10 Lines		NA	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	NA	
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	

**OR-2 - Reject Timeliness**

OR-2-03	Average LSR Reject Time < 10 Lines		NA	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

**Special Services - FAX/MAIL Submitted**

**OR-1 - Order Confirmation Timeliness**

OR-1-07	Average ASRC Time < 10 Lines DS0 (Days)		NA	
OR-1-07	Average ASRC Time < 10 Lines DS1 (Days)		5.37	
OR-1-07	Average ASRC Time < 10 Lines DS3 (Days)		8.96	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) (Days)		NA	
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	NA	
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	65.96	235
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hours	45.78	166
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours	NA	
OR-1-09	Average ASRC Time >= 10 Lines DS0 (Days)		NA	
OR-1-09	Average ASRC Time >= 10 Lines DS1 (Days)		NA	
OR-1-09	Average ASRC Time >= 10 Lines DS3 (Days)		NA	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3) (Days)		NA	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS3	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	95% within 96 Hours	NA	

**OR-2 - Reject Timeliness**

OR-2-07	Average LSR Reject Time < 10 Lines		1.86	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	80.95	21
OR-2-09	Average LSR Reject Time >= 10 Lines		NA	
OR-2-10	% On Time LSR Reject >= 10 Lines	95% within 96 Hours	NA	

Legend Notations defined on Legend sheet - last page



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**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES**

**POTS - Provisioning**

Metric #	Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.48	6.95	19122	492	2.67		
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1.48	NA	19122	71	2.67	0.32	1.92
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	3.33	7.14	2965	7	2.41	0.91	-4.18
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	3.33	2.50	2965	8	2.41	0.85	0.97
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	7.44	9.50	216	2	6.64	4.72	-0.44
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	7.44	NA	216		6.64		
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	7.78	8.00	174	6	5.87	2.44	-0.09
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	7.78	NA	174		5.87		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform							
PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.38	7.32	18704	417	2.60		
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	1.38	NA	18704	71	2.60	0.31	1.65
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	3.61	6.33	2671	6	3.25	1.33	-2.05
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	3.61	2.43	2671	7	3.25	1.23	0.96
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	6.77	14.50	181	2	5.51	3.92	-1.97
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	6.77	NA	181		5.51		
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	7.38	14.50	137	2	6.05	4.31	-1.65
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	7.38	NA	137		6.05		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform							
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	75.11	72.00	125639	50		6.12	-0.51
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	84.06	90.00	125639	50		5.18	1.15
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	89.29	100.00	125639	50		4.37	2.45
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	26.78	28.57	12369	7		16.74	0.11
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	37.12	28.57	12369	7		18.27	-0.47
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	55.31	71.43	12369	7		18.80	0.86
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	94.03	100.00	138008	57		3.14	1.90
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.00	100.00	125639	50		1.98	1.01
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	92.22	100.00	12369	7		10.13	0.77
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	98.18	100.00	138008	57		1.77	1.03
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days - Total	2.65	3.63	2527	8	3.75	1.33	-0.74
PR-4-03	% Missed Appt. - Customer	1.50	9.67					
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	7.02	1.61	34742	62		3.25	1.67
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	7.02	5.00	34742	20		5.71	0.35
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	7.02	6.59	34742	91			
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	0.04	0.00	199519	319		0.11	0.36
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	0.04	NA	199519				
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	0.04	0.00	199519	273		0.12	0.33
PR-9-01	% On Time Performance - Hot Cut		98.67		525			
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		0.24		410			
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		NA					
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform		0.00		293			
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment - BA - Facilities	0.52	0.49	234261	407		0.36	0.08
PR-5-02	% Orders Held for Facilities > 15 Days	0.01	0.00	234261	407		0.05	0.20
PR-5-03	% Orders Held for Facilities > 60 Days	0.00	0.00	234261	407			
PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	3.29	10.37	212481	1698		0.43	-16.28
PR-6-01	% Installation Troubles reported within 30 Days - Other	3.29	1.14	212481	612		0.72	2.97
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop		0.86		1166			
PR-6-02	% Installation Troubles reported within 7 Days - Loop	1.88	4.06	212481	1698		0.33	-6.61
PR-6-02	% Installation Troubles reported within 7 Days - Other	1.88	0.33	212481	612		0.55	2.82
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	2.71	10.01	212481	1698		0.40	-18.47
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	2.71	0.65	212481	612		0.66	3.13
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	3.72	0.62	43196	47	8.25	1.20	2.57
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	1.36	NA	28		2.44		
PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	3.62	0.62	43096	47	7.78	1.14	2.64
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	1.36	NA	28		2.44		

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**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

Complex Services		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.04	4.26	1191	50	3.20	0.46	1.69		
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	7.53	7.22	584	1139	4.24	0.22	1.44		
PR-2 - Average Completed Interval											
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	5.05	5.57	1122	47	3.22	0.48	-1.08		
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	7.58	7.91	512	1011	4.88	0.26	-1.25		
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days – Total	Parity with BA Retail	5.63	9.02	76	85	8.22	1.30	-2.61		
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	7.74	10.03							
PR-4-04	% Missed Appointment – BA – Dispatch	Parity with BA Retail	5.59	5.52	1144	1523		0.90	0.08		
PR-4-05	% Missed Appointment – BA – No Dispatch	Parity with BA Retail	0.83	1.22	1441	82		1.03	-0.38		
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.37		1605					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	3.29	6.20	212481	1548		0.45	-6.40		
Special Services - Provisioning											
PR-1 - Average Interval Offered											
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	4.72	NA	2723		4.58				
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	8.38	10.15	1250	26	4.42	0.88	-2.02		
PR-1-06	Av. Interval Offered – DS0	Parity with BA Retail	10.14	NA	329		5.85				
PR-1-07	Av. Interval Offered – DS1	Parity with BA Retail	6.99	10.15	1686	26	4.29	0.85	-3.73		
PR-1-08	Av. Interval Offered – DS3	Parity with BA Retail	9.00	NA	2						
PR-1-09	Av. Interval Offered – Total - EEL – Backbone	EEL Legend		UD							
PR-1-09	Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD							
PR-1-09	Av. Interval Offered – Total - IOF	IOF Legend		15.77		71					
PR-1-10	Av. Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.47	NA	739		3.53				
PR-1-11	Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail	6.00	NA	10		2.16				
PR-2 - Average Completed Interval											
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	4.57	NA	2522		3.99				
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	8.65	NA	829		5.37				
PR-2-06	Av. Interval Completed – DS0	Parity with BA Retail	10.51	NA	276		12.02				
PR-2-07	Av. Interval Completed – DS1	Parity with BA Retail	6.90	11.23	1487	13	6.59	1.84	-2.36		
PR-2-08	Av. Interval Completed – DS3	Parity with BA Retail	9.00	NA	2						
PR-2-09	Av. Interval Completed – Total - EEL – Backbone	EEL Legend		UD							
PR-2-09	Av. Interval Completed – Total - EEL – Loop	EEL Legend		UD							
PR-2-09	Av. Interval Completed – Total - IOF	IOF Legend		24.47		17					
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.43	NA	730		3.43				
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.90	NA	10		2.23				
PR-4 - Missed Appointments											
PR-4-01	% Missed Appointment – BA – Total	Parity with BA Retail	1.33	0.00	4286	28		2.17	0.61		
PR-4-01	% Missed Appointment – BA – Total - EEL	Parity with BA Retail	1.33	UD	4286						
PR-4-01	% Missed Appointment – BA – Total- IOF	Parity with BA Retail	1.33	5.49	4286	91		1.21	-3.43		
PR-4-02	Average Delay Days – Total	Parity with BA Retail	8.54	NA	57		16.67				
PR-4-02	Average Delay Days – Total - EEL	Parity with BA Retail	8.54	UD	57		16.67				
PR-4-02	Average Delay Days – Total - IOF	Parity with BA Retail	8.54	37.20	57	5	16.67	7.78	-3.69		
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	6.91	50.00							
PR-4-03	% Missed Appointment – Customer - EEL	None: Analysis Only	6.91	UD							
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		28					
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.09	0.00	4286	28		0.57	0.16		
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	4286	28					
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4286	28					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/BA RT for Found Troubles	0.71	0.00	13287	28		1.59	0.45		
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.01	0.00	13287	28		0.16	0.05		
PR-7 - Jeopardy Reports											
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD							
*Legend Notations defined on Legend sheet - last page											

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**CLEC Aggregate Performance**  
**MAINTENANCE - UNE POTS / SPECIAL SERVICES**

Metric #	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
MR-2-02 MR-2-02 MR-2-03 MR-2-04 MR-2-05	<b>MR-2 - Trouble Report Rate</b> Network Trouble Report Rate – Loop Network Trouble Report Rate – Loop - Platform Network Trouble Report Rate – Central Office % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail Parity with BA Retail Parity with BA Retail I/C/W MRAs None: Analysis Only	0.99	1.76	4276804	28010		0.06	-12.83
			0.99	UD	4276804			0.10	
			0.10	0.22	4276804	28010		0.02	-6.73
			21.70	10.21					
			0.84	2.01	4276804	28010		0.05	-21.37
MR-3-01 MR-3-01 MR-3-02 MR-3-03 MR-3-03	<b>MR-3 - Missed Repair Appointments</b> % Missed Repair Appointment – Loop % Missed Repair Appointment – Loop - Platform % Missed Repair Appointment – Central Office % CPE/TOK/FOK - Missed Appointment - Loop % CPE/TOK/FOK - Missed Appointment - Platform	Parity with BA Retail Parity with BA Retail Parity with BA Retail None: Analysis Only None: Analysis Only	12.00	28.05	42491	492		1.47	-10.89
			12.00	UD	42491				
			8.36	12.90	4117	62		3.54	-1.28
			5.82	22.96	35856	540		1.02	-16.89
			5.82	UD	35856	9		7.81	
MR-4-01 MR-4-02 MR-4-02 MR-4-03 MR-4-04 MR-4-06 MR-4-07 MR-4-08	<b>MR-4 - Trouble Duration Intervals</b> Mean Time To Repair – Total Mean Time To Repair – Loop Trouble Mean Time To Repair – Loop Trouble - Platform Mean Time To Repair – Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	19.52	41.27	46608	554	18.30	0.78	-27.81
			20.28	45.07	42491	492		0.83	-29.87
			20.28	UD	42491	10		18.30	5.79
			11.52	11.15	4117	62		16.32	2.09
			71.39	49.64	46608	554		1.93	-11.26
			83.58	86.77	36508	310		2.11	-1.51
			62.08	77.10	36508	310		2.77	-5.43
			28.70	46.45	36508	310		2.58	-6.88
MR-5-01	<b>MR-5 - Repeat Trouble Reports</b> % Repeat Reports within 30 Days	Parity with BA Retail	18.88	16.61	46608	554		1.67	1.36
<b>POTS Complex - Maintenance</b>									
MR-2-02 MR-2-03 MR-2-05	<b>MR-2 - Trouble Report Rate</b> Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail Parity with BA Retail None: Analysis Only	UD	UD					
			UD	UD					
			UD	UD					
			UD	UD					
MR-3-01 MR-3-02	<b>MR-3 - Missed Repair Appointments</b> % Missed Repair Appointment – Loop % Missed Repair Appointment – Central Office	Parity with BA Retail Parity with BA Retail	UD	30.54		239			
			UD	16.67		30			
MR-4-01 MR-4-02 MR-4-03 MR-4-08	<b>MR-4 - Trouble Duration Intervals</b> Mean Time To Repair - Total Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	UD	52.50		269			
			UD	57.27		239			
			UD	14.42		30			
			UD	54.55		121			
			UD	54.55		121			
MR-5-01	<b>MR-5 - Repeat Trouble Reports</b> % Repeat Reports within 30 Days	Parity with BA Retail	UD	17.10		269			
<b>Special Services - Maintenance</b>									
MR-2-01 MR-2-05	<b>MR-2 - Trouble Report Rate</b> Network Trouble Report Rate % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail None: Analysis Only	0.27	0.00	449749	1965		0.12	2.30
			0.14	0.00	449749	1965		0.08	1.65
MR-4-01 MR-4-04 MR-4-06 MR-4-08	<b>MR-4 - Trouble Duration Intervals</b> Mean Time To Repair – Total % Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	6.87	NA	1215		7.33		
			96.30	NA	1215				
			57.49	NA	1181				
			3.81	NA	1181				
			3.81	NA	1181				
MR-5-01	<b>MR-5 - Repeat Trouble Reports</b> % Repeat Reports within 30 Days	Parity with BA Retail	17.61	NA	1215				
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**CLEC Aggregate Performance**  
**TRUNKS**

ORDERING		Aggregate Interconnection							
Metric #	Standard	Actual Performance	Number of Observations						
OR 1 - Order Confirmation Timeliness									
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	3.71							
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)	39.00							
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	100.00	7						
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)		18						
OR-1-13	% On Time Design Layout Record (DLR)	100.00	25						
OR-2 - Reject Timeliness									
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	3.14							
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	100.00	7						
PROVISIONING		Actual Performance		Number of Observations					
		BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score	
PR-1 - Average Interval Offered									
PR-1-09	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	20.82	14.50	11	4	5.19	3.03	2.09
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	31.36	51.00	11	15	16.45	6.53	-3.01
PR-2 - Average Interval Completed									
PR-2-09	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	20.50	NA	6		10.11		
PR-4 - Missed Appointment									
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD	0.00	0.00	3462	11013			
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	NA	NA					
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	41.16	38.94					
PR-4-07	% On Time Performance – LNP Only	95% on Time		99.29		3225			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	3462	1172			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	3462	1172			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	3462	1172			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.00	3462	11013			
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00	3462	11013			
MAINTENANCE									
MR-2 - Trouble Report Rate									
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.01	191501	202650		0.00	-3.26
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with IXC / FGD	2.32	1.95	5	16			
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	5	16			
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	40.00	37.50	5	16		25.10	0.10
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	0.00	6.25	5	16			
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	0.00	5	16			
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	5	16			
MR-5 - Repeat Trouble Report Rates									
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	6.25	5	16			
NETWORK PERFORMANCE									
NP-1 - Percent Final Trunk Group Blockage									
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	1.93	1.44	363	209		1.19	0.41
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	1.93	5.26	363	209		1.19	-2.79
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		2.00		209			
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines		NONE		209			
NP-2 - Collocation Performance									
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days <sup>1</sup>		100.00		186			
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days <sup>1</sup>		100.00		1			
NP-2-03	Average Interval – Physical Collocation	76 Days		71.69					
NP-2-04	Average Interval – Virtual Collocation	105 Days		NA					
NP-2-05	% On Time – Physical Collocation	95% on time		100.00		48			
NP-2-06	% On Time – Virtual Collocation	95% on time		NA					
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines		NA					
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines		NA					

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<sup>1</sup> per DTE order issued 7/31/99, Docket 95-58

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**LEGEND**

\* = NY/NE Combined Measurement  
\*\* = NE Measurement  
& = Resale/UNE Combined Measurement  
UD = Performance metric is under development  
NA = No Activity  
TBD = Performance standard is to be determined  
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments  
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days  
10+ Loops, Negotiated  
95% Completed Within  
Window = Standard for Cut-Over Window  
1 to 9 lines: 1 hour  
10 to 49 lines: 2 hours  
50 to 99 lines: 3 hours  
100 to 199 lines: 4 hours  
200 plus lines: 8 hours  
EEL = 1-9 Loops, 15 days  
10+, Negotiated  
No Facilities, ECCD+15 Days  
Disconnects, 2 Days  
IOF = Facilities Check, 72 Hours  
Facilities Available (Quantity 1-8), 15 Days  
Facilities Available (Quantity > 8), Negotiated  
Facilities not available, Negotiated  
Jeopardy = 100% at least 24 hours before due date with facilities  
100% at least 48 hours before due date without facilities